



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
EMPLOYMENT SPECIALIST III	34	B	12.147

DEFINITION OF THE CLASS:

Employment Specialist III's 1) supervise lower level Employment Specialists and Employment Security Specialists in a local office in the delivery of service to job seekers and employers as part of the Labor Exchange; or supervise the Casual Labor or WIN office in a metropolitan area; and perform related duties as required.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

Supervises lower level employees by assigning and reviewing work, establishing work performance standards, providing training, preparing performance evaluations, and recommending disciplinary action as required.

Provides consultation to an ESD Office Manager on a variety of Employment Service issues based on technical expertise in the various Employment Service program areas. May act as ESD Office Manager in his/her absence.

Ensures production goals are met by monitoring the floor, monitoring source documents for ENDS reporting to insure accuracy and timeliness and develops a corrective action plan if required.

Resolves problems with staff and clients regarding employment service programs at the lowest possible level by analyzing the situation, determining and implementing an appropriate course of action, and providing follow-up.

Provides guidance to special program supervisors (e.g. Dislocated Worker Program, Food Stamps, etc.) on federal requirements, monitors protection of special program unit, reviews and signs off on clients jackets as required for eligibility for programs and documentation. Coordinates the activities of employees assigned to special programs to ensure guidelines of each program are administered according to the laws and requirements of the department and that quotas, as assigned are met.

Acts as complaint officer by receiving, identifying and logging complaints; explaining systems and options to complainant; issuing appropriate complaint forms; referring complaints as appropriate; and following up on complaints as necessary.

Acts as bonding officer by providing information to potential bondees and employers; issues appropriate forms for completion; logs in documents; and performs monthly follow up verification.

Maintains adequate supply levels for all employment services and house keeping supplies by keeping an inventory and ordering as needed.

Instructs subordinate staff on the use of terminals and the protection of confidential materials and information. Receives and shreds all operational documents which contain confidential information about employers and/or applicants.

EXAMPLES OF WORK: (cont.)

Acts as safety officer by: maintaining fire extinguishers; informing staff of safety procedures; checking for fire hazards; and developing evacuation plans for bomb threats, fires, or natural disasters.

DISTINGUISHING CHARACTERISTICS:

Positions allocated to this classification receive general supervision from an ESD Office Manager or the Chief of Field Direction and Management. Work is assigned through employment service goals and objectives and reviewed through goal attainment. Positions at this level are distinguished from lower levels based on the combination of program and supervisory responsibility.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of Federal/State affirmative action and equal employment opportunity laws and regulations applicable to public agencies sufficient to understand and exercise personnel policies and practices. Knowledge of various governmental and other supportive service agencies to refer qualified applicants for additional service. Knowledge of where to go within the organization for needed information and ability to judge what information should be passed on to different levels of subordinates. Knowledge of ordering supplies, including determination of needs and selection of items.

Ability to write concise work performance standards and performance evaluations. Ability to write detailed complaint forms from applicants and submit to monitor advocate for review/action/return. Ability to input employee payroll data into terminal for time reporting period. Ability to apply State safety regulations to help ensure safety of employees. Ability to interpret departmental rules, regulations and policies. Ability to read and comprehend technical documents such as federal registers, computer printouts, etc. Ability to make oral group presentations to provide information or explain procedures, policies, etc. Ability to discuss a variety of job related topics on short or no notice. Ability to motivate others and stimulate staff to effective action. Ability to exchange ideas, information and opinions with others to formulate local office policies and programs and/or arrive jointly at decisions, conclusions or solutions. Ability to establish and maintain cooperative working relationships with State Administrative staff, manager, staff, employees and the public. Ability to supervise and organize work flow to accomplish established objectives, delegate responsibility, train staff, evaluate subordinate effectiveness, and administer necessary discipline. Ability to organize material, information, and people in a systematic way to optimize efficiency and minimize duplication of effort. Ability to complete heavy workloads within established time frames.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of labor market information, employment service procedures, laws, rules and regulations for completing, processing and documenting information for ESD operation and Department of Labor Statistics. Knowledge of prevailing wage survey information and minimum wage laws for inquiry by employers and job seekers.

Ability to write grammatically correct letters to employers and job seekers. Ability to establish and maintain alpha/numeric files. Ability to operate all office machines including computer terminals for overall smooth and timely office work. Ability to analyze information, problems, situations, practices and procedures. Ability to perform a variety of duties. Ability to accept change and to be flexible to adapt to new and challenging assignments as assigned by the local office manager

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (cont.)

and/or Chief of Field Direction and Management. Ability to speak on a one-to-one basis using appropriate vocabulary and grammar to interview applicants for information; discussing procedures and problems with the manager and subordinates. Ability to handle rapid changes in conversations and situations. Ability to speak with persons of various social, cultural, economic and educational backgrounds to explain the Department's policies, regulations and procedures. Ability to establish rapport and gain the trust of others. Ability to listen perceptively and convey awareness. Ability to work as part of a team. Ability to perform under the stress of frequent interruptions and/or distractions. Ability to work independently and follow through on assignments with minimal direction.

EDUCATION AND/OR WORK EXPERIENCE:

I

Four (4) years of experience implementing one or more programs designed to deliver service to the public which required independent application of policy and procedure; problem solving; and extensive public contact; OR

II

Three (3) years of experience as an Employment Specialist I in Nevada State service; OR

III

Three (3) years of experience as an Unemployment Insurance Adjudicator and two (2) years of employment service experience in Nevada State service; OR

IV

Two (2) years of experience as an Employment Specialist II in Nevada State service.

EQUIVALENCY STATEMENT:

Forty-eight semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, social work, psychology, law, sociology, computer science may be substituted for one (1) year of experience.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

ESTABLISHED:	12.147
REVISED:	8/3/72
REVISED:	3/14/77
REVISED:	11/18/77
REVISED:	5/1/78-3
REVISED:	7/24/79-3
REVISED:	3/1/85-3
REVISED:	5/17/85-3
REVISED:	12/19/85-3
REVISED:	7/1/87-12P
REVISED:	4/14/87PC